

# Case Management

Part of the Ontario Secondary School Teachers' Federation Workplace Representation Manual is included in this course to show how unions cope with the constant pressure of grievances and individual disputes with employers.

It should demonstrate that being a good workplace representative (i.e. shop steward) requires both knowledge of the rules and also an understanding of tactics and techniques of successful interaction with other people, in a conflict situation

This booklet can be a good companion to the Negotiation booklet. Trade Union business includes not only collective bargaining, sometimes at a very large scale, but also individual employee/employer relations. All are important.

In South African trade unions such as SADTU, this area of the work is known as “Case Management”.

Some of the advice given here will be very useful. The document also gives an insight into the general nature of the trade union.

- **The above is to introduce the original reading-text: [Workplace Representative Manual, OSSTF](#).**
- **A PDF file of the reading text is attached**
- **To download any of the CU courses in PDF files [please click here](#).**